

industry solution

# Resource Sector

Resource companies have many communications challenges not the least of which is remoteness and the harsh Australian landscape. Communications need to extend beyond business objectives and provide lifestyle solutions for the after-hours needs of employees. Integ's Remote Community Solution builds on its ten-year history of looking after the communications needs of over 200 hotels, and its understanding of the challenges mining organisations face.

## A five-star Remote Community Solution

Resource companies usually have a large number of employees living in remote areas, often in harsh and uncomfortable conditions for weeks or months on end. There are many challenges to overcome: sustaining a productive remote workplace, accessing important corporate information and retaining valuable, skilled staff in a very competitive market.

With the amount of time spent living away from home, employees in the mining industry are looking for things to do beyond "the job". Tools and applications are available to enhance on-site community life, to provide 5-star living experiences and make life easier for employees living in difficult conditions. This may often be the difference needed, to attract and retain skilled staff.

Technology has evolved from the days when it was difficult to provide staff in remote areas with appropriate communications tools. Today there are a number of technologies, that when integrated across the IP network, provide a different remote community experience.

- ✓ Promotes a more productive work place, with tools to enable effective communication
- ✓ Gives added safety to workers as they move around the mine with tools for speedy communication
- ✓ Provides lifestyle-enhancing services for employees living away from home, to stay in touch with family and friends
- ✓ Provides a robust platform for enhancements, leveraging the investment



remote  
community solution

## Custom-designed solution for the resource sector

Remote Community Solution provides an answer to the special needs of the resource sector, in particular the challenge of having a significant number of staff in remote areas. Combining a breadth of experience in the corporate, government and hospitality markets, Integ has the capability and skills to design, integrate, manage and support low risk, robust technology solutions.

### Remote Community Solution elements are:

**Secure Telephony:** digital, IP and wireless communication. Provides ease of communication and movement around the remote community reducing the reliance on mobile coverage and the high cost of mobile phones

**Call Accounting:** allows services to be charged back as required by corporate policy. For example, international calls placed by contractors can be identified and charged back

**Unified Communications:** real-time communications combining telephony, messaging, collaboration and presence

**Secure Data Networking:** robust performance-based infrastructure providing a strong foundation for all applications

**Ruggedised Data Networking:** Ethernet switching solutions designed to offer maximum availability in extreme temperatures and harsh environments

**Wireless or Wireless Mesh Networking:** essential where buildings are located on several sites, in a campus environment. Wireless networking can be achieved a number of different ways from microwave and laser optics in a wide area, to WiFi telephony and data within buildings. A wire-free design makes it possible to locate, and relocate mesh access points, as and where needed

**Wireless Broadband:** High Speed Internet Access (HSIA) for enhanced communication for staff and access to information in both private and public areas

**Digital Video on Demand/IPTV:** As if in the comfort of home, movies can be chosen from a comprehensive library with the ability to pause, stop, rewind and fast forward and no restriction around the number of concurrent viewers. Cable or Free-to-Air TV can be streamed using a single set top box and remote control

**WAN Acceleration and Bandwidth Optimisation:** optimising Wide Area Networks (WANs) and the applications that run across them, enables a quality experience for employees. It effectively upgrades WAN performance from dial-up to broadband, even in remote areas

**24 x 7 Technical Support or Managed Services:** ensure peace of mind and takes the load off the IT team

**Resident 24 x 7 Broadband Technical Support:** troubleshooting guides and Service Desk phone support, assist employees in the remote community when they have any difficulty using broadband facilities. In this way, Integ's Service Desk becomes an extension of your IT department

**Onsite and Web-based Training:** maximise effective use of the solution to gain a faster return on investment. Both handset user training and systems administration training courses are available

**Choice of Delivery Methods:** Remote Community Solution is available using premise-based delivery or by an on-demand hosted model, iTaaS (Integ's IP Telephony as a Service). With iTaaS you pay a monthly fee per user depending on the features and applications used

## Choice and flexibility

No two communities are exactly the same. That's why Remote Community Solution has been designed to ensure the utmost in flexibility and choice.

As the solution is infrastructure independent, services can be delivered over technologies such as DSLAM, Ethernet or fibre.

Choices regarding how the solution is bought, deployed and managed are also offered. A premise-based solution or an on-demand hosted model is available. Integ's on-demand IP telephony, iTaaS, moves the cost from an asset on the balance sheet to an operational expense and billed monthly at a fixed rate per user.

Under iTaaS, Integ can fully manage the service, partially manage it or you can manage it yourself. The monthly per-user fee incorporates all hardware and software elements, the management and administration of the system and the features and applications used. It's a simple process to add new functionality, users and even entire communities when required.

## Next Steps

- 1 Identify the type of IP network for each site
- 2 Choose the features, functionality, applications and services
- 3 Calculate the number of rooms and/or employees
- 4 Nominate full or partial management
- 5 Integ will then design, implement and support your Remote Community Solution

## managing communication networks

"Integ Communications is a leading Australian provider of secure communication and data networks to organisations across Australia. With broad and deep capability across market-leading products, Integ solutions and services are underpinned by a flexible and agile approach to design, delivery and support. Integ Communications is part of the Integ Group and backed by the strength of its ASX Top 300 parent, UXC Limited."



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